



AHMAD SAIF ELNASER

Call Center Agent

+971502241970 • info.ahmadsaif@gmail.com • Ajman, UAE

Summary

Telesales agent and customer support specialist with a robust IT background and a bachelor's degree in commerce. Proven ability to troubleshoot technical issues, provide clear guidance, and achieve high customer satisfaction through effective communication and problem-solving. Experienced in CRM management, remote and on-site support, and meeting stringent sales targets. Seeking to leverage technical expertise and customer relations skills to enhance user experience and drive business growth.

Skills

IT Support & Troubleshooting · Network & Data Backup Management · Microsoft Office Suite · Remote & On-site Support · Data Analysis (Beginner) · Technical Guidance & Training · Presentation & Communication Skills · Problem Solving & Critical Thinking · Customer Service & Client Relations · Teamwork & Collaboration · Time Management & Multi-Tasking · Patience & Professionalism · Adaptability & Willingness to Learn

Experience

Vodafone UK

Call Center Agent

2024 - 2025

- Handled inbound customer service calls, resolving billing, network, and account issues with a 90% first-call resolution rate
- Maintained an average call handling time (AHT) under 5 minutes while ensuring customer satisfaction
- Logged customer interactions into CRM systems (Siebel) with accuracy and efficiency

Raya Contact Center

Telesales Agent

2023 - 2024

- Handled inbound customer service calls, resolving billing, network, and account issues with a 90% first-call resolution rate
- Maintained an average call handling time (AHT) under 5 minutes while ensuring customer satisfaction
- Logged customer interactions into CRM systems (Siebel) with accuracy and efficiency
- Made daily sales calls and consistently met monthly sales targets
- Successfully convinced customers to buy products and services through clear communication
- Entered customer details and sales information accurately into the CRM system

Al Ahram for Computer Services

IT Specialist

2019 - 2022

- Provided daily IT support for clients, troubleshooting hardware and software issues with a 95% success rate on first contact
- Managed system installations, updates, and regular maintenance
- Ensured data backup procedures and enhanced network security
- Responded promptly to client inquiries, maintaining a high level of customer satisfaction

Education

Faculty of Commerce, Menoufia University

Bachelor's degree in commerce

2016 - 2020

Training / Courses

Data Analysis Nanodegree

Accounting Course

CyberSecurity

Languages

Arabic Native ●●●●●

English Proficient ●●●●●